

**Employment
Security
Unemployment
Insurance
Forms/Resources**

Request For Assistance Form



MISSOURI DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
DIVISION OF EMPLOYMENT SECURITY
UNEMPLOYMENT CLAIM REQUEST FOR ASSISTANCE

**FAX COMPLETED
FORM TO:
573-751-9732**

Name (First, Last)		Social Security Number	
Address (Street Address, Apartment/Unit #)		City	State ZIP
Date of Birth	E-mail Address		
Home Phone ()		Alternate Phone ()	

Problem or Concern

- ☐ I need to change my address
Old address: _____
New address: _____
- ☐ I need to change my Unemployment Insurance Personal Identification Number (PIN)
- ☐ I need assistance with my TRA claim
- ☐ I have a Debit Card question that cannot be answered by the Debit Card Company (888-775-3445)
- ☐ I have tried to use the automated system to get answers to my questions
Phone toll free 800-320-2519 or local calling numbers:
Jefferson City: 573-751-9040 Kansas City: 816-889-3101
Springfield: 417-895-6851 St. Louis: 314-340-4950
- ☐ I have tried to use the Internet at www.mocclaim.mo.gov to get answers to my questions

Please provide a brief explanation of the matter for which you require assistance.
(Use the reverse side of this form or attach a separate piece of paper if additional space is needed.)

Claimant's Signature	Date
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OFFICE USE ONLY		
Career Center Employee's Name	Phone Number	Career Center Office Number

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General Information



MISSOURI DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
DIVISION OF EMPLOYMENT SECURITY

INTERNET CLAIM FILING INSTRUCTIONS

To file an unemployment insurance claim using the Missouri Internet Claim Filing System (<http://www.mocclaim.com>) you will need to have available the following information:

- Your social security number.
- Your Personal Identification Number (PIN) if you have filed a Missouri unemployment insurance (UI) claim in the past year.
- Your complete address including zip code.
- Your telephone number with area code.
- Your county of residence.
- The complete name and address, including zip code, of your last employer and the last day you worked.
- The number of days and gross amount of any vacation or holiday pay you did or will receive from your last employer.
- Your alien registration number if you are not a citizen or national of the United States.

You must complete the entire application. Read all instructions completely. Incomplete applications will not be accepted. Exiting before submitting the application will cause any information you have entered to be lost!

Your claim has not been accepted unless you receive the confirmation page with your confirmation number. **Print and keep the confirmation page for your records. Your confirmation number is your proof of filing the claim.**

A Missouri unemployment insurance claim is effective the Sunday of the calendar week that it is accepted by the Missouri Division of Employment Security.

Unemployment Benefits General Information

Who is eligible to receive benefits?

Unemployment benefits are available to workers who become unemployed through no fault of their own. To find out if you are eligible, you must file a claim.

How do I apply for benefits?

- File a claim online at www.mocclaim.com (24 hours a day)
- Access the automated telephone system by calling to file a claim (8:00 a.m. to 5:00 p.m. – M-F):
 - Jefferson City: 573-751-9040
 - Kansas City: 816-889-3101
 - Springfield: 417-895-6851
 - St. Louis: 314-340-4950
 - Toll Free: 800-320-2519

Follow the prompts to access the desired information.

Internet Filing System allows you to:

- File a claim
- Find beginning date of claim
- Find out weekly benefit amount
- The claim balance available
- History of claim, including past weeks processed, payments made to debit card or direct deposit
- Find out if the benefit was denied and the reason for the denial

Access the Internet at www.mocclaim.com

Automated Telephone System allows you to find out:

- The date your unemployment claim became effective
- If a waiting week has been served on the claim
- The weekly benefit and total balance
- If payment has been sent to your debit card or direct deposited into your bank

- If your benefits are denied because of quitting a job, being discharged from a job or for refusing work
- If the benefit was denied for not being available for work or making the required work search contact or other availability issues
- If the benefit was denied because of excessive earnings, receipt of vacation pay, a pension or other deductible income
- If the benefit payment is pending

Why use the Internet or the automated phone system?

You have quick, immediate answers to your questions about account information such as the balance on your account or the status of your claim.

When can I expect to receive my benefits?

Most eligible workers receive their first payment within 18-21 days of first filing a claim.

Why wouldn't I be eligible for benefits?

There are many possible reasons such as:

- You quit your job
- You were justly fired
- You have already received the maximum 26 weeks of benefits allowed and have received the maximum extended benefits allowed
- You have not earned enough wages during the period of time used to determine eligibility

How much can I expect to receive in benefits?

The maximum benefit amount is \$320 a week, the minimum is \$35. You can receive this amount for up to 26 weeks unless you qualify for an extension of benefits.

How will I be paid?

Once you file a claim, you will receive a Missouri Access Mastercard Debit Card packet in the mail – **THIS DOES NOT MEAN YOUR CLAIM HAS BEEN APPROVED.** Keep this packet of information and follow the instructions on how to access your money. You can also fill out an application to have benefits go directly to your checking or savings account.

Can I get a check instead of using the debit card?

No. The state no longer issues checks as a form of payment. You can request direct deposit, but the debit card process is the quickest form of payment. Submitting a direct deposit request form and establishing an account with a bank takes approximately six days.

My claim was denied, now what?

You can appeal the denial. When you were notified that your claim was denied, you should have received a determination letter about the denial with instructions for appealing the determination if you do not agree. You must appeal the determination in writing and sign your appeal.

How do I know when funds have been deposited to my debit card?

You can check online at www.mocclaim.com or www.mo-access.com to view your entire account transactions, including payments. Or, you can call the automated system in your local area or the toll-free number.

Now that I have filed a claim, what else do I need to do?

Once a week you need to make a weekly claim or certify that you are still unemployed and seeking employment. You can do that online at www.mocclaim.com or by calling the local or toll-free number. Both systems require your social security number and your pin number and will ask the same questions. Every 4 weeks you must also visit a Missouri Career Center in person, unless exempt.

What if I was employed in another state?

You may file a claim for unemployment benefits in any state that you have earned wages.

We are here for you when you need us!

Why can't I get through on the phones?



The Division of Employment Security (the Division) is working hard to address the needs of Missouri's citizens. We want to help you, and therefore are providing this "tip sheet" to assist you in better understanding the unemployment claim process. As you probably know by now, it is a very complicated process. State and federal law require you to submit – and us to verify – a lot of information.

We receive more than 5,000 calls per day.

Many times, a claimant will call 2-3 times per day asking the same questions because his or her information is not updated online, or an answer is not satisfactory. As a result, this greatly slows down our unemployment insurance (UI) process, delaying payments and preventing additional claimants from getting through on the phone lines.

The majority of your questions can be answered by accessing our Web site at www.mocclaim.mo.gov or using our automated system. However, we know how important UI benefits are and we do not want to dismiss questions you may have. We hope the following information will aid all of us in completing the unemployment claim process.

Regional Claims Centers

Jefferson City.....	573-751-9040
Kansas City.....	816-889-3101
Springfield.....	417-895-6851
St. Louis.....	314-340-4950
Outside Local Calling Area	800-320-2519
Fax Number.....	573-751-9730

Pending Issues

A "pending issue" is an act, circumstance or condition that might disqualify you from receiving UI benefits under state law.

An issue can be raised by an employer, an anonymous tip, or information you have provided to the Division. If an issue is raised, UI payments will be suspended until the investigation is completed. You will receive either a questionnaire or telephone call from the Division so that you can respond to the "pending issue."

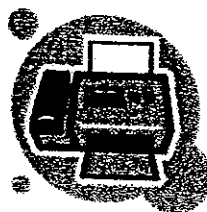


Internet Updates

Updates to your claim will not immediately appear on our Web site. Updates are entered into our system overnight, so please allow 24 hours for any updates to appear on our Web site.

Faxes

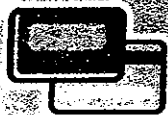
Please allow 24 hours before checking to see if we received your fax. All faxes are sent to a mail sort unit which receives and processes thousands of them each day. You may call your Regional Claims Center (RCC) for a verification of receipt anytime after the 24-hour period.



DIVISION OF EMPLOYMENT SECURITY



Debit Cards



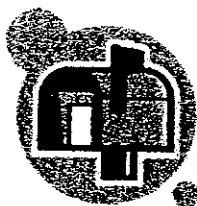
Call the Division's automated system or check the Division's Web site to see if your payment has been made in order to avoid being charged for

this information by Missouri Access.

If the Division's system shows a payment has been made to your account, you may then check the balance on your card (AFTER 5:30 P.M. THE DAY THE MONEY IS SENT). To check your card balance at any time for no charge, you may log on to www.mo-access.com. You may also check your balance by calling Missouri Access at 888-775-3445 one time each week without being charged.

Extended Benefits (EB)

Not all UI claimants are on extended benefits. If you are, you know you **are required by law** to send in a completed work search log every five weeks. The log you received is coded with your personal information. If you fail to send this in on schedule, your benefits are stopped until you return the log and prove you made the required contacts. One reason we are experiencing numerous telephone calls per day is because many EB claimants are not following this procedure and questioning why they have not received their UI benefits. **PLEASE REMEMBER TO SEND IN YOUR LOGS!**



Regional Claims Centers

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Kansas City	816-889-3101
Springfield.....	417-895-6851
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Outside Local Calling Area.....	800-320-2519
Fax Number	573-751-9730

Four Week In-Person Reporting



Upon filing a claim, each claimant is sent a packet of information. One important item that is contained in it is the four week in-person requirement that must be met. A courtesy reminder is sent

every four weeks; however, it is **your** responsibility to meet this requirement whether you receive this letter or not. If the reporting is not done, benefits are stopped until the requirement is met. Mark your calendar for this event.

Appeals

Claimants and employers have the right to appeal a decision with which they disagree. In **general**, there is a 30-day timeframe in which to appeal to the next level. The Appeals process is as follows:

- Claims Technician (representative) makes the initial determination;
- Appeals Referee (Appeals Tribunal) conducts an in-person or telephone hearing and makes determination;
- Labor and Industrial Relations Commission (LIRC - three members) reviews the hearing record from the Appeals Referee and makes a decision;
- Missouri Court of Appeals reviews the decision and case record of the LIRC;
- Missouri Supreme Court may review the decision of the Court of Appeals.



Because of the tremendous amount of appeals, the first appeal to the Appeals Tribunal can take as long as six weeks to set for hearing.

If the claimant continues to win the appeals, the claimant will continue to be paid. However, if an appeal is lost, the claimant will be required to pay back the benefits in whole.



CLAIMING UNEMPLOYMENT IS A TWO-STEP PROCESS

1. You have taken the first step to begin the claim.
2. Each week you are unemployed you still need to file for your weekly benefits. The first weekly certification should be filed immediately after the end of the first week of your claim.

No action will be taken on your unemployment claim until a weekly certification is filed. Benefits may be delayed or denied if weekly certifications are not filed in a timely manner.

A claim week runs from Sunday through Saturday. The week must be filed after the Saturday week ending date.

If you work, you must report all wages earned during the week you are filing, even though you may not be paid until later. This includes wages for full-time, part-time or temporary work.

If you deliberately fail to report wages earned during the week(s) claimed, it may be considered an act of fraud. Your benefit rights can be canceled, and you can be arrested, fined and imprisoned.

Weekly certifications can be filed on the Internet at www.mocclaim.com or by telephone. Find the appropriate telephone number in the enclosed "Information for Workers" pamphlet.

Weekly certifications must be filed within 14 days from the Saturday of the week you are claiming.

Extended Benefits

Extended Benefits (EB) Program

Rights and Responsibilities

Purpose of the Missouri Extended Benefits Program:

The purpose of the state Extended Benefits (EB) Program is to pay unemployment benefits during a period of high unemployment to workers who have exhausted their basic entitlement to regular state and federal unemployment benefits. In Missouri, the federal government pays for these extended benefits. State legislation has gone into effect that allows EB to be paid for weeks beginning February 22, 2009, or later, to eligible workers.

How do I submit a weekly certification for extended benefits?

Once the initial claim is filed, weekly certifications for current weeks can be made in the normal manner using the www.mocclaim.mo.gov Internet site or automated telephone Interactive Voice Response (IVR).

How much will I receive under this program and for how long?

You may be eligible to receive EB equal to 80 percent of your regular benefits, or a maximum of 20 weeks of benefits, whichever is less. The weekly amount will be the same as you received on your most recent regular claim.

Regardless of the maximum amount of EB for which you were notified and deemed eligible, you cannot be paid EB after the EB period ends. An EB claim must be established with an effective date no later than December 20, 2009. No EB payments will be made for any weeks after December 26, 2009.

IMPORTANT: If you apply for EB through Missouri but are living in another state, you will be limited to a maximum payment of only two weeks if the state in which you are living is not in an EB period. If your state of residence begins paying state EB you should contact your Missouri Regional Claims Center to reactivate your EB claim.

What other requirements must I meet to be eligible for extended benefits?

You must submit a weekly certification (claim) for benefits and if required, report every four weeks to a Career Center or other designated office, just as you did under your regular and Emergency Unemployment Compensation (EUC) claims. If you are required to make a work search, **special work search requirements** apply (see reverse of this form).

Refusal of work

Failure to apply for or accept work that is within your capabilities, even if it is outside your customary occupation, may result in a delay or denial of benefits.

What happens if I don't meet the work search requirements?

If you do not make a systematic and sustained effort to seek work, or fail to apply for or accept suitable work, benefits could be denied until you have returned to work for at least four weeks and earned wages equal to four times your weekly benefit amount. This also may result in an overpayment of previously paid benefits.

Will I have the right to appeal under the Extended Benefits Program?

You have the same appeal rights under the EB Program as under the regular benefit program.

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(OVER)



Work Search Requirements For Claimants On State Extended Benefits

One of the conditions for Extended Benefits (EB) eligibility is that you must make a systematic and sustained effort to find work for each week you are claiming EB. The requirements of a systematic and sustained work search are listed below.

1. You must make at least the minimum number of contacts assigned to you when you started your EB claim.
2. Your work search must be ongoing throughout the week. You cannot make all of your contacts on the same day.
3. Your work search must be made by more than one method, unless all contacts are in person. For example, all contacts cannot be made over the phone or by Internet.
4. Your work search must cover more than one type of work. Do not look for work in only one field.
5. The enclosed Extended Benefits Record of Work Search Log must be completed and returned after the completion of the fifth week. Submitting the form prior to the end of the last week listed could result in a denial of benefits.

***Failure to meet ALL of the above requirements
will cause payments on your EB claim to be stopped indefinitely.***

Union members claiming EB are required to make the minimum number of contacts based on their county of residence AND complete the four week reporting requirement. Members should look for work that does not interfere with their union agreement.

Regional Claims Centers

Jefferson City	573-751-9040
Kansas City	816-889-3101
Springfield	417-895-6851
St. Louis	314-340-4950
Outside Local Calling Area.....	800-320-2519
Fax Number	573-751-9730

***By law, the state extended benefits program will end
the week ending December 26, 2009.***

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Work Search Record Form

WORK SEARCH RECORD

Name	Social Security Number
------	------------------------

Keep a list of all the employers and labor unions you contact each week while claiming unemployment benefits. Make at least as many contacts each week as you were instructed when you first filed. **We may request to see your list in order to verify your contacts**, but do not send it to us unless we request it, and do not take it with you to your Missouri Career Center for in-person reporting. You can get another copy of this form by visiting www.mocclaim.mo.gov, and clicking on "Forms and Brochures," or you may use your own sheet.

[illegible]

* T – Telephone P – In Person R – Sent Resumé I – Internet

Direct Deposit/ Debit Card



MISSOURI DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
DIVISION OF EMPLOYMENT SECURITY

DIRECT DEPOSIT AUTHORIZATION/CHANGE REQUEST

The Division of Employment Security provides a safe, easy, and trouble-free way for you to receive your weekly unemployment benefits. **Direct Deposit places your benefit payment electronically into your checking or savings account.** Direct Deposit information from a prior claim automatically carries over to a new benefit year claim.

AUTHORIZATION/CHANGE

Use this form to apply for direct deposit or change the direct deposit account information on file.

I hereby authorize Missouri Division of Employment Security, hereinafter called MODES, to initiate credit entries and debit entries for any erroneous credit, to my checking or savings account at the following bank or financial institution:

(bank or financial institution)

hereinafter called DEPOSITORY, to credit and/or debit the same to such account. I have enclosed one of the following for MODES use, necessary to allow deposits into my account: (check one)

- ☐ CHECKING ACCOUNT - Enclose a voided or canceled check.
- ☐ SAVINGS ACCOUNT - Enclose savings account number and routing number or savings deposit slip.

This authority is to remain in force until MODES has received notification from the undersigned of its termination in such time and in such manner as to afford MODES and DEPOSITORY a reasonable opportunity to act on it.

Social Security Number _____ Name _____
(please print)

Signature _____ Date _____

Direct deposit does not take effect until 6 days after entry into our system to allow account verification with your bank or credit union. If benefits are due before that date, payment will be made by debit card. Information about deposits made to your account may be checked by calling the local/toll free number that you use for filing weekly claims, select "CLAIMANT INFORMATION" and then "AUTOMATED INFORMATION ABOUT A WEEK YOU HAVE ALREADY CLAIMED" or on the web at <http://www.dolir.mo.gov/es> and click on "VIEW UNEMPLOYMENT CLAIM STATUS."

MAIL COMPLETED FORM AND DOCUMENTATION TO:

Attn: Benefits Section
Missouri Division of Employment Security
P.O. Box 3100
Jefferson City, MO 65102-3100

DUE TO ELECTRONIC PROCESSING, THIS FORM
AND THE DOCUMENTATION MUST BE MAILED.
DO NOT FAX.

Missouri Access MasterCard® Debit Card Information

Missouri Access Toll Free Telephone Number:

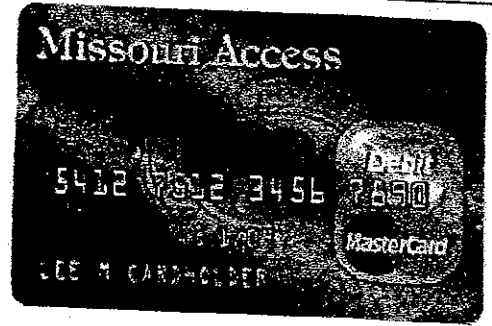
888-775-3445

(Allowed one free call per week - then 25 cents per call)

Missouri Access Web site (free anytime):

www.mo-access.com

MO-Access representatives and Web site are available
24 hours a day, 7 days a week.



What is Missouri Access Mastercard®?

The Missouri Access (MO Access) debit card is the method used to pay unemployment insurance (UI) benefits if you do not choose to directly deposit funds into your savings or checking account. You cannot receive UI benefits by check. If you are eligible to receive benefits, the first payment is made approximately 18 days after you start the claim. If an investigation is required, it could take 4-6 weeks before eligibility is determined.

You should receive the debit card within 7-10 working days after you file your claim for UI benefits. There will not be funds on your card when you receive it.

The debit card will be mailed in a plain white envelope with the return address:

P.O. Box 779
Jefferson City, MO

For security purposes, the envelope will not be marked.

If you do not receive your debit card within two weeks or it has been lost or stolen, immediately call Missouri Access at 888-775-3445.

Activation

When your debit card arrives, you must activate it. To activate the card:

- Call MO Access at the toll-free number above and follow the directions. You can call 24 hours a day, 7 days a week.

- Use the Temporary Pass Code located under the debit card for activation.
- You will be asked to make up a Personal Identification Number (PIN). This is a 4-digit code you will use when making a purchase, using Automated Teller Machines (ATMs), etc. This PIN is separate from the PIN you use each week to submit your weekly claim for UI benefits, but you can use the same PIN for both if you would like.
- You also will be asked to make up your own Pass Code. This is another 4-digit code. The Missouri Access PIN and Pass Code cannot be the same. You will need to enter your Pass Code when you call MO Access, or use their Web site, www.mo-access.com. (You can obtain information about your debit card account and card balance, past deposits, purchases, etc., by calling MO Access or going on their Web site.)
- Read the information provided with the card. It gives details about how to use the card without being charged fees, the fee schedule, and how to sign up for text alerts to your cell phone when you receive a payment to the card or have a low balance.

Do Not Destroy Your Debit Card

Even if you are not immediately eligible to receive UI benefits, keep the debit card in a safe place. If you file and win an appeal or qualify for UI benefits in the future, you will need the card. Even if you currently have direct deposit, future UI benefits may go on the debit card if the Division of Employment Security (DES) is notified of a problem with the

DIVISION OF EMPLOYMENT SECURITY



direct deposit account. If UI benefits are sent to your debit card account and you have destroyed the card, you will have to request a replacement card and wait for receipt before you can access your funds. If you choose to change your payment method to direct deposit, it will take approximately six days to process your request, so funds still will go to your card in the meantime. Debit cards are good for three years.

Address Changes

If requesting a replacement card, the debit card will not be forwarded to a new address.

- If you have an address change, it must be made with a DES Regional Claims Center (RCC) before you can request a replacement card.

Jefferson City 573-751-9040
 Kansas City 816-889-3101
 Springfield 417-895-6851
 St. Louis 314-340-4950
 Outside Local Calling Area 800-320-2519

- Call DES between 8 a.m. and 5 p.m., Monday through Friday.
- Select Option 2 (Information) and then 3 (address changes) to speak with a DES representative.
- Call MO Access and request a replacement card the day after you change your address with DES.

Problems with Your Card

If your card does not work:

- Check the DES Web site (www.mocclaim.mo.gov) or automated telephone system to confirm that funds have been sent to your card.
- Check with MO Access to ensure your PIN and Pass Code are correct.
- Your card will temporarily be inactivated if you have entered an incorrect PIN or Pass Code several times. You must call MO Access to reset the PIN and/or Pass Code, or if you are having other problems with your card.

Fees

To avoid withdrawal fees when using the debit card, either use a Central Bank of Jefferson City ATM, an Allpoint ATM, or a Central Bank branch location displaying a dogwood logo. You can find your nearest location at www.mo-access.com. Or, you can choose to get cash back when making a purchase at many large retailers and grocery stores.

You can get one free withdrawal per week from a non-Allpoint or non-Central Bank ATM. After this free withdrawal, you will be charged \$1.75 each time. The ATM owner also will charge a surcharge fee. You also can take the debit card to a teller at any MasterCard® member bank or credit union for a free cash advance. To find out if your bank is a MasterCard® member, contact it directly.

More Fee Information:

Services	Fees
ATM Cash Withdrawal at Central Bank Locations	\$0.00
ATM Cash Withdrawal at Allpoint Locations	\$0.00
ATM Cash Withdrawal (other than Central Bank or Allpoint locations)+*	\$1.75
ATM Balance Inquiry at Central Bank and Allpoint locations	\$0.00
ATM Balance Inquiry (other than Central Bank or Allpoint locations)+	\$0.50
Bank Teller Withdrawal Fee	\$0.00
Electronic (ACH) Funds Transfer from Card to Bank Account	\$2.50
Purchase POS (PIN and Signature)	\$0.00
Automated Voice Response Use+	\$0.25 per call
Replacement Card**	\$5.00
ATM or Purchase Decline	\$0.25
Inactivity (charged monthly after 180 days of no activity - defined as deposit, withdrawal, or purchase)	\$1.50

+ Indicates one free cash withdrawal, balance inquiry and automated voice response use per calendar week (Sunday midnight - Saturday 11:59 p.m.)

* Indicates a surcharge fee may apply from the ATM owner

** Indicates one free replacement card per calendar year

Any discrepancies regarding your debit card account must be handled through MO Access. The www.mo-access.com site provides a detailed history of all deposits, purchases, charges, etc., on your MO Access account.

Changing Your Payment Method

Once you have funds sent to the debit card, they cannot be canceled and reissued to a direct deposit account, but you can change your payment method to direct deposit for future payments. Visit www.mocclaim.mo.gov and select "File Unemployment Claim," then "Change My Payment Method" or call your RCC.

If you were signed up for direct deposit on a past claim for UI benefits, you automatically will be signed up again using the same bank account information.

Appeal Hearings Information

Information for Appeals Tribunal Hearings

Unemployment Insurance



If you have additional questions
after reading this pamphlet,
please contact the
Appeals Tribunal at
573-751-3913.

Division of Employment Security



PLEASE READ THIS PAMPHLET CAREFULLY. It contains important information regarding the appeals process.

PURPOSE OF HEARING

The purpose of the hearing is to allow the parties to present evidence to show that the determination made by the Division of Employment Security is right or wrong.

IMPORTANCE OF HEARING

The hearing before the Appeals Tribunal may be the **ONLY** opportunity a party will have to present evidence.

The Appeals Tribunal must decide the appeal using only the evidence presented at the hearing. For that reason, the Appeals Tribunal cannot discuss the facts of the case with you before or after the hearing.

ATTENDANCE AT THE HEARING

If you filed the appeal and do not participate in the hearing, your appeal will be dismissed.

If you did not file the appeal and do not participate in the hearing, your evidence will not be considered in the decision. The decision in the case will be based on the evidence presented at the hearing by the other party.

NOTICE OF HEARING

Notice of the hearing is mailed to each interested party at least seven

days before the hearing. **READ THE NOTICE CAREFULLY.** Hearings held by telephone will require you to make special preparations. Telephone hearing notices have special instructions printed on the back of the notice that you **MUST** follow.

A copy of the file regarding your case will be mailed with the notice of hearing and will be made an exhibit at the hearing. You must have this with you at the time the hearing is held.

PREPARATION FOR HEARING

You should begin preparing for the hearing immediately after you file your appeal.

If you have received notice that an appeal has been filed by another party, begin preparing for the hearing immediately.

The Appeals Tribunal will not postpone a hearing because a party is not prepared, except in extraordinary circumstances.

Preparation should include arranging for necessary witnesses and gathering documents or other materials which you believe support your case. If you expect to be represented by an attorney at the hearing, you must make arrangements with that attorney to enter an appearance with the Appeals Tribunal. If you expect to be represented by an agent, officer, or managerial employee, you must immediately notify that person of his/her responsibility so he/she may begin to prepare.

Parties should be prepared to present firsthand evidence to prove the facts,

which are believed to be true. Individuals who have personal knowledge of the circumstances surrounding the issue should testify. No one should rely on hearsay to prove a fact. No one should rely on what previously has been presented to the Division of Employment Security or any other state or federal agency to prove the case before the Appeals Tribunal.

Upon receiving a written request for information or documents from the appeal file, any party, an attorney representing a party, or the claimant's agent will be provided with such material by the Appeals Section in Jefferson City. Your request should be directed to the Appeals Tribunal at the address on the back of this pamphlet. There may be a fee for the documents.

You must arrange for all witnesses to be available for the hearing at the time the hearing is to begin. A witness should be someone who saw or heard something that is important in proving a fact. It is not necessary to have many witnesses repeat the same testimony. Before the hearing begins, you must identify each witness who may participate in the hearing.

Subpoenas may be granted to a party to a hearing. A subpoena is granted to force the participation of a witness who has refused to participate otherwise or to force a party to produce documents. You are responsible for having subpoenas served. You must make a written request for subpoenas in sufficient time to allow for their preparation, their return to you, and your delivery to your witness or the party being subpoenaed for documents.

There will be very little time for this process after you receive notice of the hearing. **YOU MUST ACT QUICKLY.** Mail or fax your request to the address in the lower left hand corner of your notice to the attention of the referee assigned to the hearing. Your request **MUST INCLUDE** the witness's name or documents, address where the subpoena is to be served, and a specific statement of what the witness's testimony or documents will prove. You also must state that you have asked the witness to testify or requested the documents and that your request has been refused.

REPRESENTATION

A claimant may represent himself/herself or may be represented by an authorized agent who is competent to act in his/her own behalf and who is not paid for the service provided.

An employer may be represented by himself/herself, any individual who is a partner in a partnership, an officer of a corporation, or a full-time managerial employee of the party.

An authorized agent, officer, or managerial employee acting as a representative for a party should begin preparing for the hearing immediately upon notice that an appeal has been filed.

Any interested party may be represented in any proceeding before the Appeals Tribunal or the Labor and Industrial Relations Commission by an attorney licensed to practice law in Missouri. The Appeals Tribunal cannot and will not

advise any party as to whether the party should be represented by an attorney.

POSTPONEMENTS

Every effort should be made to participate in the hearing when it is scheduled. If a postponement becomes absolutely necessary, you must make your request of the presiding Appeals Tribunal by telephone or fax at the earliest possible moment. You must explain in detail your reason for requesting a postponement. A written postponement request may not arrive in time for it to be acted upon by the Appeals Tribunal.

You cannot presume a postponement has been granted just because you have requested one. A postponement has not been granted until the parties have been advised of the granting by the Appeals Tribunal.

GENERAL PROCEDURES

Every hearing is tape-recorded. At the beginning of the hearing, the Appeals Tribunal will state the issue involved, cite the law which applies to the case, and explain the order in which the hearing will proceed.

All testimony is given under oath or affirmation. Although the rules of evidence are not strictly enforced, the hearing record must contain legally competent evidence to support findings of fact and the decision. The Appeals Tribunal may help both the claimant and the employer present their cases. The Appeals Tribunal has the right to

question all witnesses. The claimant or the claimant's representative may question the employer and/or the employer's witnesses. The employer, when the employer is a party, or its representative may question the claimant and/or the claimant's witnesses. Each party will have an opportunity for a summary statement prior to the conclusion of the hearing.

TELEPHONE CONFERENCE HEARINGS

A party has an absolute right to an in-person hearing rather than a telephone conference hearing. The party requesting the in-person hearing will need to travel to one of the four current hearing locations. Granting a party's request for an in-person hearing does not guarantee that the opposing party also will be required to appear in person.

If your hearing is set for a telephone conference, it is important that you make final preparation for the presentation of your case immediately after receiving the notice of hearing.

You must have access to a telephone to use for the hearing. You are encouraged to have each witness testify from a separate phone or extension. Witnesses will not be allowed together in the same room while testimony is being given.

USE OF A CELL PHONE IS DISCOURAGED. You should NOT use a cell phone, speakerphone, or cordless phone **unless** you absolutely have no other choice. If during the hearing, the cell phone or battery-powered telephone you

have chosen to use fails, due to location, power failure, or any other reason, that will be the end of your testimony. You will not be recalled for the hearing, a continuance will not be granted, and any testimony lost due to that failure will not be considered.

Unless your telephone number appears on the notice of telephone hearing, you must call the toll free telephone number provided on the notice of telephone hearing to inform the Appeals Tribunal of the correct telephone number where you will be at the time of the hearing. You must be at that number at the time of the hearing. The telephone must not be in use at the time of the hearing. Failure to answer the Appeals Tribunal's call or to be at the reported telephone number will result in the dismissal of your appeal or the forfeiture of your right to participate in the hearing. If you have privacy manager on your telephone, you must disable it the day of the hearing. If your telephone access is blocked by you when the Appeals Tribunal calls, your appeal may be dismissed or the hearing will go on without you.

You also must inform the Appeals Tribunal of the telephone number of each of the witnesses who have agreed to testify on your behalf. You should inform witnesses that they will not be called until it is time for their testimony and that it will be necessary for each of them to remain at his/her telephone for at least 45 minutes after the scheduled time of the hearing awaiting their call. Testimony cannot be taken from a witness who is

not at his/her telephone at the time the Appeals Tribunal calls.

Exhibits for telephone hearings.

If you intend to present exhibits in a telephone hearing you **MUST** mail, fax, or otherwise deliver one copy to the opposing party and one copy to the Appeals Tribunal early enough to assure receipt by the time of the hearing. Postponements or continuances will not be granted because exhibits were not received by the opposing party or the Appeals Tribunal except in extraordinary circumstances.

NO PARTY OR WITNESS WILL BE ALLOWED TO TESTIFY FROM RECORDS unless copies of the records to be used have been mailed, faxed, or otherwise delivered to the opposing party and the Appeals Tribunal and received by the time of the hearing.

IN-PERSON HEARINGS

If the hearing is set for you to appear in person, you must arrange for all your evidence to be presented at the hearing site. You must have all your witnesses present at the time of the hearing.

DO NOT bring young children to the hearing with you.

Exhibits for in-person hearings.

If you intend to present exhibits at an in-person hearing, you must take the original and two copies of each exhibit to the hearing with you.

AUDIO/VIDEO EXHIBITS

If you plan to present audio or video exhibits in a hearing, contact the Appeals Tribunal immediately. You will be given special instructions regarding your responsibilities.

AFTER THE HEARING

After the hearing is concluded and after the Appeals Tribunal has had time to thoroughly consider the evidence that was presented at the hearing, a written decision will be prepared. The decision will be mailed to each party from Jefferson City.

The Appeals Tribunal's decision may be reviewed by the Labor and Industrial Relations Commission upon application by a party. An application for review by the Commission must be filed within 30 days after the date of mailing of the Appeals Tribunal's decision.

NOTICE TO CLAIMANTS

If you still are unemployed, continue to file your claim each week. Any past weeks you claim after the hearing is over will be considered late. You may be ineligible for benefits that you claim late. If you filed the appeal with the Appeals Tribunal and do not participate in the hearing, your appeal will be dismissed.

If you were allowed benefits and your past employer filed an appeal, you must participate in the hearing so that your evidence will be considered. If the Appeals Tribunal reverses a determination which

allowed you to be paid benefits, an overpayment will be established and you will be expected to repay the benefits you received to the Division of Employment Security.

NOTICE TO EMPLOYERS

If the employer filed a timely written protest against the allowance of benefits, the employer is a party to the issues raised in the appeal. Employers who are parties will be mailed a copy of the Appeals Tribunal's decision and may apply for review of the decision with the Labor and Industrial Relations Commission.

If the employer did not file a timely protest, the employer may not be a party. An employer who is not a party will not be mailed a notice of hearing, a copy of the Appeals Tribunal's decision, and may not apply for review.

A complimentary copy of the Appeals Tribunal's decision will be available by request. Such request must be in writing and addressed to the Appeals Section at the address on the back of this pamphlet.

ADDRESSES

It is the parties' responsibility to keep their address current with the Appeals Tribunal. If your address is not kept current, you may not receive all information needed to complete the appeals process.

ADDITIONAL INFORMATION

SPECIAL NEEDS: If you have special needs addressed by the Americans with Disabilities Act, notify us at the address or telephone number below as soon as you are aware that an appeal has been filed.

If you have additional questions regarding your hearing or the hearing procedure, please contact:

Appeals Tribunal
Division of Employment Security
P.O. Box 59
Jefferson City, MO 65104-0059
Telephone: 573-751-3913
Fax: 573-751-5620

Please include your Social Security Number and your Appeal Number, if known, on all correspondence.

Relay Missouri

If calling by home phone or cell phone, dial "711." All other callers should dial 800-735-2966.

Additional information about the appeals process can be found at:
<http://www.labor.mo.gov/es/appeals>

**LIRC—
Application
For Review**



BEFORE THE
LABOR AND INDUSTRIAL RELATIONS COMMISSION
JEFFERSON CITY, MISSOURI

APPLICATION FOR REVIEW

(An Application to Have a Decision of an Appeals Tribunal of the Division of
Employment Security Reviewed by the Labor and Industrial Relations Commission)
Complete items 1 through 8.

1. Appeal No. _____

4. Claimant's S.S. No. _____

2. Claimant _____

5. Employer _____

3. Application Filed By:

☐ Claimant ☐ Employer ☐ Division

6. I request the Labor and Industrial Relations Commission to review the decision of the Appeals Tribunal of the
Division of Employment Security which was made on _____

I understand the Labor and Industrial Relations Commission may affirm, modify, or reverse the Decision of the
Appeals Tribunal, remand the matter to the Referee, or deny this application for review.

7. (Optional – You may state the reason you disagree with the decision of the Appeals Tribunal below.)

8. Signed _____

(Mandatory)

Mail to: Appeals Tribunal PO Box 59 Jefferson City, MO 65104-0059

Fax to: Appeals Tribunal (573) 751-5620

Where the space provided is insufficient, supplemental sheets, properly numbered by item, may be attached.

**Confidential
Information
Release
Form**

Information Technology Services Division (ITSD) Schedule

Basic Charge Items

	Fee	
Programming/Analysis (hour).....	\$39.40	per hour
CICS Transactions*	\$00.00090	per transaction
COOL: Gen CPU*	\$00.01720	per 1,000 service units
CPU*	\$00.01485	per 1,000 service units
Data Storage Mgmt*	\$00.02539	per day GB
DB2 CPU*	\$00.00294	per 1,000 service units
Disk Storage*	\$00.23872	per day GB
Laser Duplex Print*	\$00.02699	per printed foot
Laser Print*	\$00.03374	per printed foot
Lines (Impact)*	\$00.40249	per 1,000 lines
Minimum Monthly Charge for All ITSD Services	\$66.55	

Non-Public Information Schedule

Items	Fee
Paper Copy	\$8.00 first page (includes min. research fee); 25 cents each addl. page (items involving addl. research will be billed at \$7.70 for each addl. quarter-hour)
Certificate Authenticating (notarizing) Copy	\$7.50 each certificate
Production/Processing Fee	\$31.00 per hour
Account Research and Recovery (if applicable).....	\$106.00 min. (addl. charges may apply)
Contract Preparation/Execution (if applicable)	\$330.00 min. (addl. charges may apply)
Copy of Appeals Tape	\$5.00

Charges

Claimants who require copies of Division records necessary to prepare an appeal may be furnished the necessary documents without cost until such time as their cases have been resolved by a decision or order which has become final.

Certain federal and state agencies will be furnished information without charge as authorized by statutes and regulations.

Each request for information will be reviewed on its own merit. It then will be decided whether payment is due.

A research fee will be charged when time is spent gathering information and/or when purged records must be recreated by data processing.

Two fee charts follow - one for work by ITSD and one for paper copies and tapes.

Payment

When copies are requested, payment should be made by check or money order only and made payable to the "Division of Employment Security." The chart previously shown can be used to estimate the payment due. You will receive a billing for any additional amount due. Payments in response to a billing should be returned to Confidential Information Coordinator, Missouri Department of Labor and Industrial Relations, P.O. Box 3100, Jefferson City, MO 65107-3100.

Authority

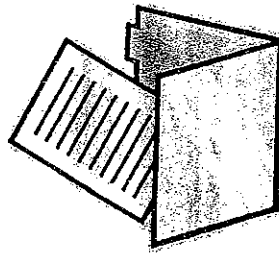
The fee schedules in this pamphlet are published as authorized by Regulation 8 CSR 10-2.020. This regulation implements Sections 288.220.5 and 288.360.3 of the Missouri Revised Statutes.

Confidential information only will be furnished in accordance with the provisions of Section 288.250 RSMo and 20 CFR Part 603.

Fees shown are based upon the estimated cost for furnishing such copies. Information is provided by the Division as a service with no provisions for profit to the Division or to the state of Missouri.

All money received will be deposited into the Unemployment Compensation Administration Fund.

Obtaining Unemployment Records: Procedures and Prices



Records Available for
Claimants, Employers, and
Other Interested Parties

Division of Employment Security



This pamphlet will serve as a general guide to:

- The types of records maintained;
- Information which can be released;
- The charges for furnishing information;
- Who can obtain information;
- How information can be obtained; and
- Payment procedures.

Records Maintained

The Division receives four main types of information:

- **Confidential Employee Wage Information** - This is obtained from employers and includes identities of employees and wages paid.
- **Confidential Employer Information** - This is obtained from employers and includes the employer's name and address, number of employees or size code, account number, industry code, and county code.

- **Confidential Claimant Information** - This is obtained from persons filing claims for unemployment benefits and includes information regarding their eligibility.

- **Public Records** - This is any non-confidential record retained by the Division, or prepared and presented to the Division by a consultant or other professional service paid for in whole or in part by public funds.

Information Available

The majority of the Division's records are confidential in accordance with 288.250 RSMo and 20 CFR Part 603 published by the U.S. Department of Labor. Information obtained from an individual employer or claimant is confidential and cannot be published or opened to public inspection, unless specifically approved by the Division in accordance with Section 288.250 RSMo and 20 CFR Part 603. If so approved, the requesting party may be charged for the costs of producing the information.

Statistical information that does not identify a specific employer or claimant and information determined to be a public record is available. There may be a cost for such information.

If you have further questions about confidential records available, contact 573-751-3844.

Who Can Obtain Information

Any claimant can obtain information at no cost to the extent necessary to properly prepare a claim for unemployment compensation benefits.

Any employer can obtain information at no cost to the extent necessary to properly protest a claim for benefits or employer liability.

Any claimant, claimant's representative, employer, other interested party or their attorney who makes a written request, can obtain information at no

cost necessary to properly prepare for any proceedings before an Appeals Tribunal.

Public officials may obtain information from Division records when authorized in connection with the performance of their public duties. There normally will be a cost for such requests to be determined by the Division and paid by the requesting party. A written agreement also is required.

Anyone can obtain general statistical information or copies of public records for a fee.

How Information Can Be Obtained

Employers and claimants can obtain any information authorized to be released to them by writing to the Division at the address on the next page.

If the matter is pending before an Appeals Tribunal, the information can be obtained by writing to the Appeals Section at the address on the next page, or the address shown on the notice of hearing. There generally is no cost for obtaining this information. A claimant's representative also must submit a written statement acknowledging appointment of the representative.

If the information sought is to be sent to someone other than the claimant or the employer and the information is not necessary to pursue a claim for unemployment benefits or protest employer liability, the request must

be submitted on the Division's records release forms. There is generally a cost, determined by the Division, for obtaining this information. If the request concerns claimant information, the request must be on form MODES-4384, Claimant Records Release Authorization. If the request concerns employer information, the request must be on Form MODES-4385, Employer Records Release Authorization. These forms are available on the Division's Web site at: <http://www.labor.state.mo.us/~index.htm>.

To have a form mailed to you, call 573-751-2290.

Public agencies wishing to obtain information about someone else should contact the Division for specific requirements and costs. A contract may be required in this situation.

The address for obtaining information is:

Missouri Department of Labor
and Industrial Relations
Division of Employment Security
P.O. Box 3100
Jefferson City, MO 65102-3100

A more specific first line added to this address will speed processing. Requests for confidential information and public records should be addressed to the "Confidential Information Coordinator". "Appeals Section" should be added to all requests concerning matters pending before an Appeals Tribunal.



MISSOURI DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
DIVISION OF EMPLOYMENT SECURITY
CLAIMANT RECORDS RELEASE AUTHORIZATION

To whom it may concern:

I, _____, SS# _____, understand that the unemployment benefit records of the Division of Employment Security are confidential pursuant to Section 288.250 RSMo and 20 CFR part 603, and may only be used by the party authorized below for the limited purpose for which the information was requested. I authorize the Division of Employment Security, an agency of the Missouri Department of Labor and Industrial Relations, to release the following listed information _____

_____ for the following time period _____.
I authorize the release of this information to be used solely for the purpose of _____

These documents shall be released to _____ as my authorized representative. I understand that state government files will be accessed to provide this information.

A copy of this document, whether typewritten or made by machine, shall have the force and effect as the original.

Claimant's Signature

STATE OF MISSOURI

)

) ss.

County of _____

)

On this _____ day of _____, _____, before me, a notary public, appeared _____ who executed the foregoing records release authorization and acknowledged the same as his/her free act and deed.

Notary Public

My Commission Expires: _____

(Both pages of this document must be signed and notarized.)

**Acknowledgment of Confidentiality by Proposed
Recipient of Confidential Information**

Recipient understands that the information requested from the Division of Employment Security in the records release authorization remains confidential and may only be used by Recipient for the limited purpose for which it is provided. Any further dissemination, use, or release of the information obtained from the Division is strictly prohibited under the provisions of Section 288.250, RSMo and 20 CFR part 603, and substantial penalties will result if the confidentiality of the information is not maintained by Recipient. By signing this document, Recipient acknowledges and agrees that the information received will be safeguarded and will only be used by Recipient for the limited purpose stated on this form. Recipient agrees that the state of Missouri has the right to inspect and audit Recipient to assure that the information being provided remains confidential, and that the confidentiality provisions of Chapter 288, RSMo and 20 CFR part 603 are followed.

Recipient agrees that it will promptly and confidentially destroy all information received from the Division as soon as such information is no longer needed for the specific purpose upon which it was obtained. Recipient further agrees that the state of Missouri may, at any time, demand the return of all confidential information and written assurance by the party who received the information that all of the furnished information has been returned to the Division of Employment Security, and that all copies have been destroyed by the party receiving the information.

A copy of this document whether typewritten or made by machine shall have the force and effect as the original.

List all persons who will have access to the confidential data obtained under this form (*attach additional sheet if necessary*): _____

Signature

Typed Name

Title or relationship to party authorized to receive documents

STATE OF MISSOURI)

County of _____) ss.

On this _____ day of _____, _____, before me, a notary public, appeared _____ who executed the foregoing acknowledgment of confidentiality and acknowledged the same as his/her free act and deed.

Notary Public

My Commission Expires: _____

Return completed form to:

Confidential Information Coordinator
Missouri Department of Labor and Industrial Relations
Division of Employment Security
P.O. Box 3100
Jefferson City, MO 65102-3100

**Other
Printed
Employment
Security
Resources**

We know your time is valuable, and we want to help you as best we can. Here are some tips on how to get quick answers to your questions about your unemployment claim.

When to Call



- If you exhaust your unemployment claim and need to file for extended benefits.
- If you checked the status of your claim online or on the automated system and it says there is a pending issue, but you have not received any information in the mail (questionnaire or notice of a phone call).
- If you need to change your address.
- If you are having trouble with your unemployment 4-digit PIN (Personal Identification Number).
- If you are scheduled to begin school or training in the next week or two and were part of a mass layoff, receiving a Pell Grant, or attending school through the Trade Readjustment Act (TRA) or Workforce Investment Act (WIA) programs.

Helpful Hints to Avoid Waiting on the Phone

- Before calling a representative regarding the status of your claim, be sure to check the automated phone system at any of the numbers below (choose option 2, then 1) or our internet site at www.mocclaim.mo.gov (under "View Unemployment Claim Status"). Much of the information you need may be obtained without waiting on the phone.
Try to determine what the "Pending Issue" is on your claim. Quitting or being fired from your last job creates an issue that must be handled.
- Complete and return request for any information you receive. If there is an issue on your claim, you will be sent a questionnaire to complete, or a notice to expect a phone call, so that the Division may gather information on your issue.
- File an appeal in writing if you do not agree with a decision that was made. Once a determination has been issued, a written appeal is the only way to change the outcome of the decision. Refer to the "My Appeal Rights" portion of the determination notice.
- Call the Missouri Access Mastercard toll-free number at 888-775-3445 if you have not received your debit card or have other problems. You can also check the status of your account on their Web site (with no charge) at www.mo-access.com.
- Wait until at least the following day for changes to take effect on your claim. If you talk to a representative who corrects an issue on your claim, that action will not show up in our system or on the Internet until the following business day.
- We understand that it is difficult to sit back and wait, but at times that is the only available course of action.
 - If you recently returned a questionnaire, it still may take up to 2-4 weeks before the issue is completed.
 - If you were laid off from your last job **AND** there are no issues raised on your claim, it will still take at least 18-21 days before payment may be made.
 - If you were fired or discharged from your last job, or there is some other issue that must be handled, it will take 4-6 weeks before eligibility for benefits is determined.

Regional Claims Centers

Jefferson City	573-751-9040
Kansas City	816-889-3101
Springfield	417-895-6851
St. Louis	314-340-4950
Outside Local Calling Area	800-320-2519
Fax Number	573-751-9730

DIVISION OF EMPLOYMENT SECURITY



Unemployment Insurance Claims

File your unemployment claim online 24/7 at:

www.mocclaim.mo.gov

OR

Call:

Monday - Friday
8 a.m. to 5 p.m. Central Time
Jefferson City 573-751-9040
Kansas City 816-889-3101
Springfield 417-895-6851
St. Louis 314-340-4950
Outside Local Calling Area
800-320-2519

Your claim will be effective the Sunday of the week it is filed. The Internet is the fastest way to file your claim. Our telephone service lines are very busy on Monday and Tuesday. They are least busy Wednesday through Friday from 8-11:30 a.m. or 1-5 p.m. Central Time.

Be sure to call during the week you want your claim to begin.

Division of Employment Security



MODES-INF-353-9 (09-09)
U.I.Prg.

Unemployment Insurance Claims

File your unemployment claim online 24/7 at:

www.mocclaim.mo.gov

OR

Call:

Monday - Friday
8 a.m. to 5 p.m. Central Time
Jefferson City 573-751-9040
Kansas City 816-889-3101
Springfield 417-895-6851
St. Louis 314-340-4950
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Be sure to call during the week you want your claim to begin.

Division of Employment Security



MODES-INF-353-9 (09-09)
U.I.Prg.

Be prepared to make up a 4-digit Personal Identification Number (PIN) if you have not filed a claim in the past year.

Please have the following information available when you call:

- ★ Your Social Security Number
- ★ The name and address, including ZIP code, of your very last employer (whether you worked full time or part time).
- ★ If you worked outside Missouri during the past 18 months, have the address of all your employers and the first and last date you worked for each of them.
- ★ If you were in the military during the last 18 months, have your DD 214 Member 4 Copy.
- ★ If you were a federal civilian employee, have your Standard Form 8, "Notice to Federal Employees About Unemployment", or Standard Form 50, "Notification of Personnel Action".
- ★ If you are not a U.S. citizen, have your Alien Registration Number.

Please have a pencil and paper available for note taking.

Relay Missouri: If calling by home phone or cell phone, dial "711." All other callers should dial 800-735-2966.

TDD-TTY Users Only - to file for weekly benefits: (Interactive Voice Response) 800-316-0896
Jefferson City Local 573-751-4139

MODES-INF-353-10 (09-09)

Be prepared to make up a 4-digit Personal Identification Number (PIN) if you have not filed a claim in the past year.

Please have the following information available when you call:

- ★ Your Social Security Number
- ★ The name and address, including ZIP code, of your very last employer (whether you worked full time or part time).
- ★ If you worked outside Missouri during the past 18 months, have the address of all your employers and the first and last date you worked for each of them.
- ★ If you were in the military during the last 18 months, have your DD 214 Member 4 Copy.
- ★ If you were a federal civilian employee, have your Standard Form 8, "Notice to Federal Employees About Unemployment", or Standard Form 50, "Notification of Personnel Action".
- ★ If you are not a U.S. citizen, have your Alien Registration Number.

Please have a pencil and paper available for note taking.

Relay Missouri: If calling by home phone or cell phone, dial "711." All other callers should dial 800-735-2966.

TDD-TTY Users Only - to file for weekly benefits: (Interactive Voice Response) 800-316-0896
Jefferson City Local 573-751-4139

MODES-INF-353-10 (09-09)

Be prepared to make up a 4-digit Personal Identification Number (PIN) if you have not filed a claim in the past year.

Please have the following information available when you call:

- ★ Your Social Security Number
- ★ The name and address, including ZIP code, of your very last employer (whether you worked full time or part time).
- ★ If you worked outside Missouri during the past 18 months, have the address of all your employers and the first and last date you worked for each of them.
- ★ If you were in the military during the last 18 months, have your DD 214 Member 4 Copy.
- ★ If you were a federal civilian employee, have your Standard Form 8, "Notice to Federal Employees About Unemployment", or Standard Form 50, "Notification of Personnel Action".
- ★ If you are not a U.S. citizen, have your Alien Registration Number.

Please have a pencil and paper available for note taking.

Relay Missouri: If calling by home phone or cell phone, dial "711." All other callers should dial 800-735-2966.

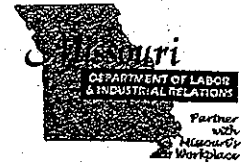
TDD-TTY Users Only - to file for weekly benefits: (Interactive Voice Response) 800-316-0896
Jefferson City Local 573-751-4139

MODES-INF-353-10 (09-09)



IMPORTANT FACTS

About the Missouri Unemployment Insurance Program



Missouri Department of Labor and Industrial Relations
DIVISION OF EMPLOYMENT SECURITY

- This program pays UI benefits to workers who are unemployed through no fault of their own.
- Employers pay UI taxes based on the wages paid to employees in order to provide these benefits. *There are no deductions from your wages.*
- Some former employers may be notified when you file a UI claim.

WHEN to File

You should file your new or renewed claim for Unemployment Insurance (UI) benefits as soon as you are separated from your employer or benefits may be delayed. The new or renewed claim is effective the week in which it is filed.

INFORMATION You MUST HAVE to File a Claim

1. Your social security number.
2. The name and complete mailing address of the very last employer for whom you worked, full or part-time.
3. The date you last worked for your very last employer.
4. If you performed active military service during the last 18 months, the Member Four copy of your DD214.
5. If you are not a United States citizen or national, your alien registration number.

USING A Personal Identification Number (PIN)

During the claim filing, you will be asked to establish a PIN. The PIN is a four-digit number. It protects your privacy. No one can access your claim without your social security number

and PIN. Your PIN has the same legal authority as your signature on a paper document.

*Keep your PIN confidential!
It is your responsibility
to remember your number.*

The number you select will remain connected with your claim and your social security number. If you forget your PIN, you should call the Regional Claims Center, select the menu choice for "Information", and then select "For address changes or problems with your PIN." You will be connected to a representative who will give you instructions for establishing another PIN. The representative does not know your PIN.

Your Personal Information

If you file an unemployment claim, you will be asked to furnish your social security number (SSN). Your SSN is used under the authority of Chapter 288, RSMo, and 8 CSR 10-4.010 of Missouri law, and under the Internal Revenue Code of 1954 [26 USC 85, 6011(a), 6050B, and 6109(a)].

If you file a claim, your SSN will be used to report unemployment benefits to the IRS as income that is potentially taxable. It will be used as a record for processing your claim, for statistical purposes, and to compare records with other state and federal agencies. We

cannot file or process your claim for unemployment insurance if you do not provide your social security number.

Information submitted to the Division of Employment Security by you or your current or former employer may be requested and utilized for other governmental purposes, including, but not limited to, verification of eligibility under other government programs.

WHAT HAPPENS After Your Claim is Filed

The Internet confirmation page or a claims representative will give you important information about:

- filing weekly certifications (claims);
- reporting earnings, vacation and holiday pay; and
- the number of employers you must contact each week to look for work.

If filing a new claim, you will receive in the mail:

- the monetary determination indicating the amount of UI benefits you may be eligible to receive if all qualifications are met; and
- the "Information For Workers" pamphlet that you must read immediately. This can also be found on the Internet at www.moclaim.com.

Division of Employment Security



www.mocclaim.mo.gov

What You Need to Know About Unemployment Insurance in Missouri

ATTENTION!

After filing your initial claim, start following these steps immediately:

1. **File** your weekly certification (claim) every week as early as Sunday.

- Log on to www.mocclaim.mo.gov or call your Regional Claims Center and use the automated phone system. Be sure to update your current address if it has changed.
- Have your Social Security Number (SSN), your PIN, and your total earnings before deductions for the week, including any vacation, holiday, or Worker Adjustment and Retraining Notification (W.A.R.N.) pay available. We cannot file or process your claim for unemployment insurance if you do not provide your SSN.

Do not share your PIN with anyone.
A claims representative will never ask you for your PIN.

- If filing online, when finished, you will receive confirmation. Keep this for your records.
- In order to continue receiving benefits, you must repeat these steps every week of unemployment. If you regain full-time work, stop filing.

2. **Report** in person to a Missouri Division of Workforce Development (DWD) Career Center or four-week reporting office once every four weeks. *(If required.)*

- Visit www.missouricareersource.com and click "Locate a Missouri Career Center" to find a location, or see the list at the end of this booklet. Be sure to have your PIN with you when you report.

DWD Career Centers do not have specific claim information.

- DWD staff will help you register for their online career search resources.
- Get help with resumé writing and participate in mock interviews to help you get back to work faster.

3. **Search** actively for work. *(If required.)*

- Make enough contacts on a weekly basis with potential employers to meet the required number you were given when you registered (this number varies according to your area).
- Record all of your job contacts on the "Work Search Record" (enclosed). The Division of Employment Security may request it.

Important Note: Failure to complete any of these requirements may result in denial of benefits.

Contact Information

Regional Claims Centers

Jefferson City 573-751-9040
Kansas City 816-889-3101
Springfield 417-895-6851
St. Louis 314-340-4950
Outside Local
Calling Area 800-320-2519
Fax Number 573-751-9730

Automated Information available
24 hours a day.

Claims Center representatives
available from 8 a.m. to 5 p.m.
Central Time, Monday through Friday.

www.mocclaim.mo.gov
Available 12:31 a.m. Sunday through
11:30 p.m. Saturday

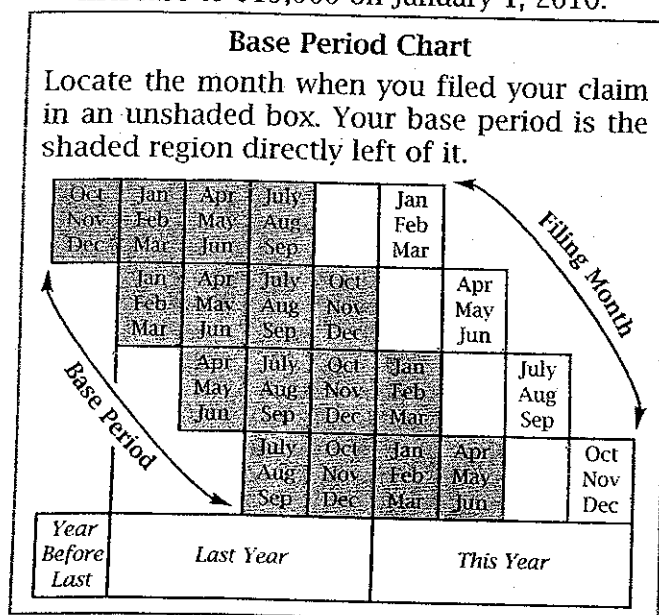
Relay Missouri

If calling by home phone or cell phone, dial "711." All other callers should dial 800-735-2966.

TTD/TTY Users Only - to file for weekly benefits (Interactive Voice Response Unit) 800-316-0896
Jefferson City Local 573-751-4139

How to Qualify

- Lose your job through no fault of your own OR quit for a valid reason related to the work or the employer.
- Make at least \$2,250 (at least \$1,500 during one of the calendar quarters, and at least \$750 during the remainder of the year) from an insured employer during your base period. See below.
 - ▶ AND your total base period wages must be at least 1.5 times your highest quarter wages.
- OR you must make at least \$18,750 during two of the four quarters. This amount will increase to \$19,000 on January 1, 2010.



Special Notes:

- If your hours were reduced from full time to part time, you may be eligible for partial benefits. See the "Part-Time Work" Section.
- To remain eligible, you must report all wages earned each week, even if you will not be paid until later. This includes tips, commissions, bonuses, show-up time, military reserve pay, board, and lodging. You must be able and available for work each week, meaning no illness, injury, or personal circumstances would keep you from working. Refusing an offer of work may result in denial of benefits.

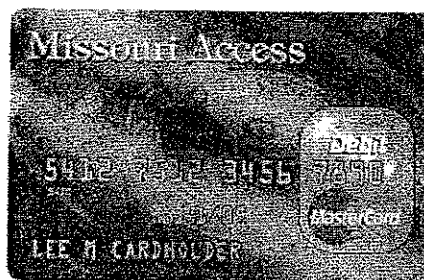
Benefit Amount

- Your weekly benefit amount (WBA) is 4 percent of the average of your two highest quarters during the base period (highest quarter + second highest ÷ 2 × 0.04 = WBA). Missouri's maximum WBA is \$320.

- Your maximum benefit amount (MBA) is the most you can receive in a year. It is 26 times your WBA, or one-third of your base-period earnings, whichever is less. When calculating, your quarterly earnings are limited to 26 times your WBA.

Ways to Receive Benefits

1. **Direct Deposit:** Money is sent directly to your checking or savings account. Choose this method when filing your initial claim, or if you would like to select it later on, visit www.mocclaim.mo.gov and click "Change my Payment Method" or call your Regional Claims Center.
2. **Missouri Access MasterCard®:** If you do not choose to use direct deposit, you will automatically receive your benefits on the prepaid debit card. It will be mailed to you within two weeks with instructions. The card will arrive in a plain, unmarked envelope with the return address: P.O. Box 779, Jefferson City, MO 65102-0779. Check your mail carefully. If you do not receive the card within two weeks or if it was lost or stolen, call Missouri Access at 888-775-3445. Please see blue box below for important details.



To avoid withdrawal fees when using the debit card, use either a Central Bank of Jefferson City ATM, Allpoint ATM, or a Central Bank branch location displaying their dogwood logo. You can find your nearest location by visiting www.mo-access.com. Or, you can choose to get cash back when making a purchase at many large retailers and grocery stores. You can get one free withdrawal per week from a non Allpoint or Central Bank ATM. You will then be charged \$1.75 each time you withdraw. The ATM owner will also charge a fee both times. You can also take the card to a teller at any MasterCard® member bank or credit union for a free cash advance. To find out if your bank is a MasterCard® member, contact them directly.

When to Expect Benefits

If we determine that you are eligible, you can expect payment within 18-22 days of your initial claim. Benefits will not always be paid on the same day each week, and we will not mail you a notice when they are paid.

Tracking Your Claim & Benefits

Claims - Visit www.mocclaim.mo.gov and click "View Claim Status." Or call your Regional Claims Center, and choose "Claimant Information."

Benefits - To check your debit card balance and view your entire transaction history visit www.mo-access.com, or call 888-775-3445. You are only allowed one free call per week and will be charged 25 cents per call after that. The Internet is always free.

Payment information is available one or two business days after you file your weekly certification.

The Appeal Process

You may be disqualified if you have been discharged for misconduct connected with work, quit for reasons not attributable to the work or your employer, or refused a suitable work offer. You may also be ineligible for insufficient wages or not being able and available for work. You have a right to appeal any decision denying you benefits if you do not agree with the circumstances.

- You will receive a "Notice of Deputy's Determination" in the mail.
- You have 30 days to file an appeal. The determination will list the date by which you need to file your appeal. **All appeals must be filed by mail or fax.** You cannot file an appeal by phone. You must continue to file weekly certifications during the appeal process, or you will not be paid for unclaimed weeks if the decision is in your favor.
- Your employer also has the right to appeal if it disagrees with a determination. You will receive notice if this happens. **It is important that you participate in all hearings concerning your claim in order to give your testimony.**
- Most appeals hearings are over the phone, but you have the right to an in-person hearing if you choose.

Overpayments & Fraud

If you receive benefits to which you were not entitled, you must repay them, even if the mistake

was not your fault. We will notify you if you are overpaid. You may pay the amount due in a lump sum or set up a payment plan. If you do not repay the amount, we may garnish your wages or intercept your income tax return or lottery winnings. If you deliberately misrepresent facts to claim benefits, this is considered fraud, and you may face cancelled benefits, fines, or prison.

Other Important Information

Waiting Week - The waiting week is the first week of your claim for which you are eligible for benefits, but not paid. **You must file a weekly certification for this week.** You may receive compensation for the waiting week as the last payment on your regular claim.

Part-Time Work - You may accept part-time employment and still receive some reduced benefits. You must report all of your earnings before deductions in your weekly certification and continue to search for full-time work. For information on how your benefits will be reduced, visit www.mocclaim.mo.gov or call your Regional Claims Center.

Trying Out a New Job - If you take a new job and quit within 28 days because it was considered "unsuitable work" under Missouri Employment Security Law, you may still be eligible for benefits.

Trade Adjustment Assistance - If you lost your job due to foreign trade, you may be eligible for assistance under the Trade Act from the U.S. Department of Labor. This includes training, training allowances, job search and relocation assistance, and other support services. Visit www.doleta.gov/tradeact or contact your Regional Claims Center for information.

Exhausting Your Benefits

Due to the current high levels of unemployment in Missouri, additional benefits may be available to claimants who exhaust their regular Missouri unemployment insurance through the Emergency Unemployment Compensation (EUC) and Extended Benefits (EB) programs. If you are eligible, we will notify you with instructions on how to file.

For more information on important dates, notices, and the duration of benefits, visit our Web site at www.mocclaim.mo.gov.

Missouri Division of Workforce Development Career Centers

Arnold

3675 W. Outer Road, Ste. 102
Arnold, MO 63010-5231
Phone: 636-287-8909

Branson

2720 Shepherd of the Hills
Expressway, Ste. B
Branson, MO 65616-8103
Phone: 417-334-4156

Camdenton

106 W. Hwy. 54, P.O. Box 66
Camdenton, MO 65020-0066
Phone: 573-346-5616

Cape Girardeau

216 N. Fountain St.
Cape Girardeau, MO 63701-7340
Phone: 573-290-5766

Caruthersville

913 Hwy. 84 West
Caruthersville, MO 63830-8113
Phone: 573-333-0409

Chillicothe

601 W. Mohawk Road
Chillicothe, MO 64601-3919
Phone: 660-646-0671

Clinton

1661 N. Second St.
Clinton, MO 64735-1193
Phone: 660-885-5541

Columbia

1500 Vandiver Drive, Ste. 115
Columbia, MO 65202-1921
Phone: 573-882-8821

Eldon

403 W. 4th St.
Eldon, MO 65026
Phone: 573-392-7854

Fort Leonard Wood

Rm. 2203, Bldg. 470
P.O. Box 440
Ft. Leonard Wood, MO
65473-0440
Phone: 573-596-0294

Hannibal

203 N. Sixth St.
Hannibal, MO 63401-3412
Phone: 573-248-2520

Independence

15301 E. 23rd St. South
Independence, MO 64055-1698
Phone: 816-325-5890

Jefferson City

1716 Four Seasons Drive, Ste. 101
Jefferson City, MO 65101-1815
Phone: 573-526-8115

Joplin

730 S. Wall Ave.
Joplin, MO 64801
Phone: 417-629-3000

Kansas City

1740 The Paseo
Kansas City, MO 64108
Phone: 816-471-2330

Kansas City North

3100 N.E. 83rd, Ste. 1201
Kansas City, MO 64119-4465
Phone: 816-437-3635

Kansas City South

6801-A Longview Road
Kansas City, MO 64134-3315
Phone: 816-325-1000

Kennett

1100 South By-Pass, Ste. 2
Kennett, MO 63857-3738
Phone: 573-888-4518

Kirkville

2105 E. Normal
Kirkville, MO 63501-3322
Phone: 660-785-2400

Lebanon

2639 S. Jefferson Ave., Ste. 1
Lebanon, MO 65536-5205
Phone: 417-532-6146

Lexington

802 State Route 13
Lexington, MO 64067-1516
Phone: 660-259-4671

Maryville

1212 B S. Main St.
P.O. Box 328
Maryville, MO 64468
Phone: 660-582-8980

Mexico

3626 B South Clark
Mexico, MO 65265-4104
Phone: 573-581-4576

Moberly

1212 W. Hwy. 24
Moberly, MO 65270-3109
Phone: 660-263-5850

Monett

511 S. Kyler
Monett, MO 65708
Phone: 417-235-7877

Nevada

621 E. Highland Ave., Ste. 3
Nevada, MO 64772-1022
Phone: 417-448-1177

Park Hills

403A Parkway Drive
Park Hills, MO 63601-3170
Phone: 573-454-2191

Poplar Bluff

1903 Northwood Drive, Ste. 2
Poplar Bluff, MO 63901-2400
Phone: 573-840-9595

Rolla

1202 Forum Drive
Rolla, MO 65401-2562
Phone: 573-364-7030

Sedalia

215 E. Fifth St.
Sedalia, MO 65301-4506
Phone: 660-530-5627

Sikeston

202 S. Kingshighway
Sikeston, MO 63801-2946
Phone: 573-472-5250

Springfield

1514 S. Glenstone
Springfield, MO 65804-1436
Phone: 417-887-4343

St. Charles County

212 Turner Blvd.
St. Peters, MO 63376-1079
Phone: 636-278-1360

St. Joseph

301 S. Seventh St.
St. Joseph, MO 64501-2284
Phone: 816-387-2380

St. Louis - Deer Creek

3256 Laclede Station Road,
Ste. 103
St. Louis, MO 63143-3753
Phone: 314-877-0001

St. Louis - Florissant

4040 Seven Hills Drive, Ste. 166
Florissant, MO 63033-6770
Phone: 314-877-3010

St. Louis Central

4811 Delmar Blvd.
St. Louis, MO 63108-1732
Phone: 314-877-0916

SLATE/St. Louis

1520 Market St., Room 3050
St. Louis, MO 63103
Phone: 314-589-8000

St. Louis County North

26 B N. Oaks
St. Louis, MO 63121-2911
Phone: 314-381-6700

St. Louis County South

7545 S. Lindbergh, Ste. 140
St. Louis, MO 63125-4839
Phone: 314-416-2917

Warrenton

111 Steinhagen Road
Warrenton, MO 63383-2103
Phone: 636-456-9467

Warrensburg

1034 South Maguire, Ste. C
Warrensburg, MO 64093
Phone: 660-429-2504

Washington

1108 Washington Square
Shopping Center
Washington, MO 63090-5304
Phone: 636-239-6703

West Plains

3417 Division Drive, Ste. 1
West Plains, MO 65775-5789
Phone: 417-256-3158

Four Week Reporting Offices (Not full service DWD Career Centers)

Belton-WCMCAA

109 Congress
Belton, MO 64012
Phone: 816-318-3922

Crawford County Work

Connections
412 N. Franklin, Ste. 205
Cuba, MO 65453
Phone: 877-283-2258

Harrisonville (Oakland) YCMCAA

200 Oakland
Harrisonville, MO 64701
Phone: 816-380-6690

Marshall

1567 S. Odell
Marshall, MO 65340
Phone: 660-831-1141

Morgan County Work

Connections
103 N. Fisher
Versailles, MO 65084
Phone: 573-378-4164

Platte County Resource Center

11724 NW Plaza Circle, Ste. 500
Kansas City, MO 64153
Phone: 816-464-4620

Potosi-Washington County Work

Connections
10231 W. State St., Hwy. E, Ste. C
Potosi, MO 63664
Phone: 573-438-8914

Pulaski County Work

Connections
704 Historic Rt. 66 West
Lincoln Square, Ste. 101
Waynesville, MO 65583
Phone: 573-774-4004

Richmond (Ray County) FEC

849 E. South St.
Richmond, MO 64068
Phone: 816-776-3920

St. Charles Annex

400 N. Second St.
St. Charles, MO 63301
Phone: 636-255-6010

Privacy Act of 1974

The Privacy Act of 1974, as amended, and the Deficit Reduction Act require notification because you are being asked to furnish your Social Security Number (SSN).

Your SSN is used under the authority of Chapter 288, RSMo, and 8 CSR 10-4.010 of Missouri law, and the Internal Revenue Code of 1986 [26 USC §§85, 6011(a), 6050B, and 6109(a)]. Your SSN will be used to report your UI to the IRS as income that is potentially taxable. It will be used as a record for processing your claim, for statis-

tical purposes, and to compare records with other state and federal agencies. We cannot file or process your claim for unemployment insurance if you do not provide your SSN.

Information submitted to the Division of Employment Security by you or your current or former employer may be requested and utilized for other governmental purposes, including but not limited to, verification of eligibility under other government programs.

Your SSN will be verified with the Social Security Administration.

What You Need To Know About Unemployment Insurance In Missouri



Division of Employment Security

www.mocclaim.com



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FAQs | Forms | Contact Us

Quick Links

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- FAQ's for New Construction Safety Training Law
- State Unemployment Tax
- Workers' Compensation
- Minimum Wage
- Wage and Hour
- Workplace Posters
- Workers' Safety Program
- Online Services
- On-Site Safety and Health
- Youth Employment
- Discrimination Issues
- Mine and Cave Safety
- Prevailing Wage
- Appeals and Objections
- Other Resources
- Occupational Injuries and Illnesses

Department Information

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- News Releases
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- Custodian of Records

Missouri Department of Labor
and Industrial Relations
421 East Dunklin Street
Post Office Box 504
Jefferson City, MO 65102
(573) 751-4091

Mission Statement: To
promote and protect industry
and labor.

FILE
UNEMPLOYMENT
CLAIM

VIEW
UNEMPLOYMENT
CLAIM
STATUS

CHECK
DEBIT CARD
BALANCE

Recent News

Notices:

Unemployment Benefits Notices

- **November 6, 2009- Federal Emergency Unemployment Compensation (EUC) Worker Assistance Act emergency notice:**
Federal legislation has been passed that provides additional Federal Emergency Unemployment Compensation benefits. At this time, we are not taking applications while waiting for guidelines from the United States Department of Labor on implementing this new extension. Once we are able to begin filing these claims, an application and instructions will be mailed to those who may qualify.
- **Federal Emergency Unemployment Compensation (EUC) Available:** benefits for eligible claimants who've exhausted their regular state benefits of 26 weeks.
- **Extended Benefits (EB) Available:** benefits for eligible claimants who've exhausted state benefits and EUC

Address and Fax Number for All Regional Claims Centers (RCC):

P.O. Box 3915
Jefferson City, MO 65102-3915
Fax 573-751-9730

Jefferson City RCC
Local Calling Area 573-751-9040
Outside Local Calling Area 800-320-2519

Kansas City RCC
Local Calling Area 816-889-3101
Outside Local Calling Area 800-320-2519

Springfield RCC
Local Calling Area 417-895-6851
Outside Local Calling Area 800-320-2519

St. Louis RCC
Local Calling Area 314-340-4950
Outside Local Calling Area 800-320-2519

News:

- [Labor Dept Works with St. Louis Business to Reduce Workplace Deaths](#)
- [Labor Dept Works with JC Business to Reduce Workplace Deaths](#)
- [Labor Dept Works with Springfield Business to Reduce Workplace Deaths](#)
- [Labor Dept. Investigation Leads to \\$55K in Restitution](#)
- [Joplin Company is Among Best in Workplace Safety](#)
- [Ozark Company is Among Best in Workplace Safety](#)
- [Department of Labor Bestows Manufacturer with Prestigious SHARP Award](#)
- [Labor Dept. Director's Statement on USDOL's Unemployment Decision](#)

[more news.....](#)

How Do I?

- [File for unemployment benefits?](#)
- [View My Missouri Access Card Balance and Activity?](#)
- [Order mandatory workplace posters?](#)
- [Find a Job?](#)
- [Submit my quarterly unemployment insurance contribution and wage report and/or pay my contribution amount?](#)
- [Learn more about Missouri's new minimum wage law?](#)
- [Find out about workplace laws such as lunches, breaks and wages?](#)
- [Register a new business?](#)
- [Register for an unemployment insurance tax number?](#)
- [File a workers' compensation claim?](#)
- [Request a free safety consultation for my business?](#)
- [Find the prevailing wage rate for public construction projects?](#)
- [Report workers' compensation fraud or noncompliance?](#)
- [Subscribe to the quarterly DOLIR Newsletter?](#)

[more questions.....](#)

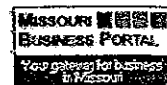
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LABOR
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Other Sites



Emergency Planning
for Employers

